

APPENDIX OS

Appendix OS

LOCAL & INTRALATA OPERATOR ASSISTANCE SERVICES

This Appendix sets forth the terms and conditions under which SWBT agrees to provide local and intraLATA operator assistance services ("Operator Services") for the LSP. This Appendix applies only to operator assistance services provided within a Local Access and Transport Area (LATA).

I. Services

SWBT will provide the following three tiers of Operator Services:

- A. **FULLY-AUTOMATED** - Allows the caller to complete a call utilizing Automated Alternate Billing Service (AABS) equipment without the assistance of a SWBT operator, hereafter called "Operator."

AABS allows the caller the option of completing calls through the AABS audio response system. AABS will be offered in areas where facilities exist and where the LSP has Automatic Number Identification (ANI) equipment and Touch-tone service in place. AABS cannot be activated from a rotary telephone and failure or low response by the caller to the audio prompts will bridge an Operator to the caller for further assistance. The called party must also have Touch-tone service to accept calls that are billed collect or to a third number.

- B. **SEMI-AUTOMATED** - Allows the caller to complete a call by receiving partial assistance from an Operator or when AABS cannot be activated due to equipment limitations.
- C. **NON-AUTOMATED** - Allows the caller to complete a call by receiving full assistance from an Operator.

II. Call Types

SWBT will provide the following call types to the LSP:

- A. **FULLY AUTOMATED CALLING CARD STATION-TO-STATION** - A service provided when the caller dials 0+(plus) the desired telephone number and the calling card number to which the call is to be charged. The call is completed without the assistance of an Operator. An authorized telecommunications calling card for the purpose of this Appendix is one that SWBT recognizes for use in the billing of intraLATA or local calls. This service may also include the following situations:

1. A disabled caller dials zero but cannot complete the call due to the disability. The caller identifies himself or herself as disabled and gives the Operator the desired telephone number and the calling card number to which the call is to be billed.
2. When due to trouble on the network or lack of service components, AABS cannot be completed without assistance from an Operator.
3. When an Operator reestablishes an interrupted call that meets any of the situations described in this section A.

B. FULLY AUTOMATED STATION-TO-STATION - This service is limited to those calls placed collect or billed to a third number. The caller dials 0+(plus) the telephone number desired, the service selection codes and/or billing information as instructed by the AABS equipment. The call is completed without the assistance of an Operator. This service may also include the following situations:

1. The caller identifies himself or herself as disabled and gives the Operator the number to which the call is to be billed (either collect or third number).
2. When due to trouble on the network or lack of service components, AABS cannot be completed without assistance from an Operator.
3. When an Operator reestablishes an interrupted call that meets any of the situations described in this section B.

C. SEMI-AUTOMATED STATION-TO-STATION - A service provided when the caller dials 0+(plus) the telephone number desired and the call is completed with the assistance of an Operator. This service may also include the following situations:

1. Where the caller does not dial zero prior to calling the number desired from a public or semi-public telephone, or from a telephone where the call is routed directly to an Operator (excluding calling card calls).
2. When an Operator re-establishes an interrupted call that meets any of the situations described in this section C.

D. SEMI-AUTOMATED PERSON-TO-PERSON - A service in which the caller dials 0+(plus) the telephone number desired and specifies to the Operator the particular person to be reached or a particular PBX station, department or office to be reached through a PBX attendant. This service applies even if the caller agrees, after the

connection is established, to speak to any party other than the party previously specified. This service may also include:

1. Where the caller does not dial a zero prior to dialing the number from a public or semi-public telephone, or where the call is routed directly to an Operator.
2. When an operator reestablishes an interrupted call that meets any of the situations described in this section D.

E. SEMI-AUTOMATED CALLING CARD STATION-TO-STATION - A service provided when the caller dials 0+(plus) the desired telephone number, then gives to the Operator the calling card number to which the call is to be charged. The service may also include the following situations:

1. When the caller does not dial zero prior to dialing the number desired from a public or semi-public telephone, or from a telephone that is directly routed to an Operator, and the call is billed to a calling card.
2. When an Operator reestablishes an interrupted call that meets any of the situations described in this section E.

F. STATION-TO-STATION (OPERATOR HANDLED) - A service provided when the caller dials 0 and places a sent paid, collect, third number or calling card station-to-station call using an Operator's assistance. These calls may originate from a private, public or semi-public telephone. The service may also include the following situation:

1. When an Operator reestablishes an interrupted call that meets any of the situations described in this section F.

G. PERSON-TO-PERSON (OPERATOR HANDLED)- A service in which the caller dials zero and specifies to the Operator the number desired and the person to be reached, or a particular PBX station, department or office to be reached through a PBX attendant, or a particular mobile service point to be reached through a mobile telephone attendant. The call remains a person-to-person call even if the caller agrees, after the connection is established, to speak to any party other than the party previously specified. The service may also include situations when an Operator reestablishes an interrupted call that meets any of the situations described in this section G.

H. 0- TRANSFER - A service in which the caller dials zero and desires to place an interLATA call using an Operator's assistance. At the caller's request, the Operator transfers the call to an interexchange carrier participating in an offering of the LSP

similar to SWBT's "0- Transfer" service offering. LSP agrees to obtain all necessary compensation arrangements between LSP and participating carriers.

I. **CALL BRANDING** - The process by which an Operator, either live or recorded, will identify the operator service provider. SWBT will offer Call Branding of Operator Services in the name of LSP. This service shall be available only under the following terms and conditions:

1. LSP obtains the requisite Carrier Identification Code (CIC) from Bellcore or the designated assigning entity; and
2. LSP pays for facilities upgrades necessary to provide branding of the services hereunder; or
3. LSP uses dedicated facilities or trunk groups to connect to SWBT facilities.

LSP will be responsible for providing SWBT a recording to be used for such branding. The recorded brand will be in accordance with SWBT's branding specifications and will be compliant with SWBT's platforms. LSP acknowledges that SWBT is not responsible for the quality of the branded message provided by LSP.

LSP will provide SWBT with a copy of its OS rates to be used when quoting OS rates to LSP end users. In all cases the rates quoted to the customer and those applied to the call will be LSP's. LSP acknowledges that it is responsible for providing SWBT with current LSP OS rates.

J. **OTHER OPERATOR ASSISTANCE SERVICES**

1. **LINE STATUS VERIFICATION** - A service in which the caller asks the Operator to determine the condition of an access line.
2. **BUSY LINE INTERRUPT** - A service in which the caller asks the Operator to interrupt a conversation in progress, to determine if one of the parties is willing to speak to the caller requesting the interrupt. A Busy Line Interrupt charge will apply even if the parties interrupted refuse to terminate the conversation in progress.
3. **HANDLING OF EMERGENCY CALLS TO OPERATOR** - To the extent the LSP's NXX encompasses multiple emergency agencies, SWBT will agree to query the caller on his/her community and to transfer the caller to the PSAP governing the caller's area. LSP must provide SWBT with the correct

information to enable the transfer, and LSP shall indemnify SWBT for any misdirected calls.

III. Responsibilities of the Parties

- A. The LSP agrees that SWBT will provide local and IntraLATA Toll Operator Services described in Sections I and II for the LSP's local service area(s) listed in Exhibit I at SWBT's operator offices beginning on the service effective date shown in Exhibit I. SWBT will provide the Operator Services, including AABS, only where the necessary physical facilities are available and in place and under conditions previously stated in this Appendix. Exhibit I is attached and is part of this Appendix.
- B. SWBT will provide and maintain such equipment as is required to furnish the Operator Services as described in this Appendix .
- C. The LSP will be responsible for providing and maintaining the equipment and facilities necessary for routing calls and signals to each SWBT operator office, including any dedicated facilities used by LSP to permit branding.
- D. Facilities necessary for SWBT to provide operator service to LSP shall be provided by the parties hereto, using standard trunk traffic engineering procedures to insure that the objective grade of service is met. Each party shall bear the costs for its own facilities.
- E. The LSP will promptly furnish all records required by SWBT to provide the Operator Services. Such records, or information, shall include LSP's end user's line number in addition to the ported number retained by LSP's end user where INP is employed. The LSP will provide the initial records by a date set by SWBT, in advance of the effective date specified in Exhibit I. The LSP will keep these records current by using reporting forms and procedures that are acceptable to SWBT, and will inform SWBT in advance of any changes to be made in such records. SWBT will specify the required interval for such advance notice. LSP will provide all records and changes to records to SWBT in writing or in any other mutually agreeable format.
- F. SWBT will accumulate and provide the LSP such data as necessary for the LSP to verify traffic volumes and bill its end users.

IV. Methods and Practices

SWBT will provide the Operator Services in accordance with the operator methods and practices in effect for SWBT at the time the call is made, unless otherwise agreed in writing by both parties.

V. Basis of Compensation

Compensation rates are set forth in Appendix PRICING SCHEDULE. The LSP may select to be billed on either the "Completed Billable Calls" or "SWBT Standard Work Seconds" basis. The rates and billing option will apply for one year from the service effective date for each local service area(s). After one year, SWBT may change the rates upon one hundred twenty (120) days' notice.

VI. Mutuality

LSP agrees that to the extent it offers the type of services covered by this Appendix to any company, LSP will provide such services to SWBT under terms and conditions comparable to the terms and conditions contained in this Appendix, should SWBT request such services.

VII. Indemnification

- A. The LSP agrees to defend, indemnify, and hold harmless SWBT from any and all losses, damages, or other liability, including attorneys' fees, that SWBT may incur as a result of claims, demands, wrongful death actions, or other suits brought by any party that arise out of the LSP customers' use of the Operator Services.
- B. The LSP also agrees to release, defend, indemnify, and hold harmless SWBT from any claim, demand, or suit that asserts any infringement or invasion of privacy or confidentiality of any person or persons caused or claimed to be caused, directly or indirectly, by SWBT employees and equipment associated with provision of the Operator Services. This provision includes but is not limited to suits arising from disclosure of the telephone number, address, or name associated with the telephone called or the telephone used to call the Operator Services.
- C. The LSP shall defend against all customer claims just as if the LSP had provided such service to its customer with the LSP's own Operators and shall assert its tariff limitation of liability for benefit of both SWBT and the LSP.

IX. Term of Appendix

- A. Unless sooner terminated, this Appendix will continue in force for a period of _____ from the effective date of service in each exchange as shown in Exhibit I, LSP EXCHANGE OFFICES, and thereafter until terminated by one hundred-twenty (120) days notice in writing from either Party to the other.

APPENDIX OS
EXHIBIT I

APPENDIX OS
EXHIBIT I

LOCAL SERVICE AREA(S)

LSP LOCAL SERVICE AREA(s)

EFFECTIVE DATE

APPENDIX DA

Appendix DA (Directory Assistance Service)

This Appendix sets forth the terms and conditions under which SWBT agrees to provide Directory Assistance services for the LSP.

I. Service

Directory Assistance (DA) Service consists of providing subscriber listing information (name, address, and published telephone number or an indication of "non-published status") to LSP's end users who call DA and whenever appropriate, performing Non-Published and Non-List service according to current SWBT methods and practices.

Directory Assistance Call Completion (DACC) service consists of SWBT completing a call to the requested number on behalf of LSP's end user, utilizing the Interactive Voice System (IVS) or having the operator complete the call.

SWBT agrees to provide DACC in areas where the LSP can furnish Automatic Number Identification (ANI) from its end user to SWBT's TOPS switch and where the LSP obtains DA service from SWBT.

The LSP commits that any contractual arrangement it has with another Operator Service Provider does not conflict with SWBT's provision of DACC. The LSP indemnifies SWBT from any and all causes of action which may be brought by an alternate Operator Service Provider for any type of alleged wrongdoing, including but not limited to, any allegations of interference of a contract involving the LSP.

II. Definitions

The following terms are defined as set forth below:

- A. ANI - Automatic Number Identification
- B. Non-List Telephone Number - A telephone number that, at the request of the telephone subscriber, is not published in a telephone directory, but is available by calling a SWBT DA operator.
- C. Non-Published Number - A telephone number that, at the request of the telephone subscriber, is neither published in a telephone directory nor provided by a SWBT DA operator.
- D. Published Number - A telephone number that is published in a telephone directory and

is available upon request by calling a SWBT DA operator.

- E. IntraLATA home NPA - Where a LATA is comprised of one area code or Numbering Plan Area (NPA).
- F. IntraLATA Foreign NPA (FNPA) - Where a single LATA includes two Numbering Plan Areas (NPAs). FNPA DA calls may be classified as interstate intraLATA or intrastate intraLATA DA calls.

III. Responsibilities of SWBT

- A. SWBT will perform DA Service for the LSP in the SWBT exchanges LSP serves.
- B. SWBT will provide and maintain its own equipment to furnish DA Services for the SWBT exchanges LSP serves.
- C. SWBT will provide DA Service to LSP end users from its current DA records and in accordance with SWBT's methods, practices, and procedures, unless otherwise agreed to in writing by both parties.
- D. SWBT will provide intraLATA home NPA DA Service and IntraLATA FNPA DA Service to Customers who dial 411 or NPA+ 555 + 1212.
- E. SWBT will provide branding when technically feasible, and only to the extent LSP pays for any costs including software or hardware upgrades necessary to provide such service to its customers, or if LSP agrees to submit traffic solely on dedicated trunk groups.
- F. SWBT shall include updated information in its DA database supplied by LSP.
- G. SWBT shall provide DACC to LSP's end users for local, intrastate, intraLATA and interstate intraLATA calls only.

IV. Responsibilities of the LSP

- A. The LSP will be responsible for providing and maintaining the equipment necessary for routing calls and signals to the SWBT serving office and also such equipment as may be necessary to record call volumes from the LSP serving office, in a mutually agreed upon format and media.
- B. The LSP will furnish in writing to SWBT, thirty (30) days in advance of the date when the DA services are to be undertaken, all end user records and information

required by SWBT to provide the Service.

- C. The LSP will keep end user records current using reporting forms and procedures that are mutually acceptable to both parties, and will inform SWBT, in writing, of any changes to be made to such records. LSP will send the DA records to SWBT via a local manual service order, T-TRAN, magnetic tape or by any other mutually agreed to format or media.

V. Responsibilities of Both Parties

The Party(ies), that provide the circuits between the LSP office and SWBT office will make such circuits available for use in connection with the DA services covered herein. When the total traffic exceeds the capacity of the existing circuits, the Party(ies) will provide additional circuits, to the extent necessary.

VI. Other Services

A. Call Branding

1. The process by which an Operator, either live or recorded, will identify the DA provider as being LSP. SWBT will offer Call Branding of DA in the name of LSP.
2. LSP will be responsible for providing SWBT a recording to be used for such branding. The recorded brand will be in accordance with SWBT's branding specifications and will be compliant with SWBT's platforms. LSP acknowledges that SWBT is not responsible for the quality of the branded message provided by LSP.

B. Call Rating/Reference Information

LSP will provide SWBT with a copy of its DA rates to be used when quoting DA rates to LSP's end users. In all cases the rates quoted to the customer and those applied to the call will be LSP's. LSP acknowledges that it is responsible for providing SWBT with current LSP DA rates.

VII. Basis of Compensation

Compensation for DA Service shall be based upon the rates set forth in Appendix Pricing Schedule. These rates will apply for three years from the service effective date for each exchange. After three years, SWBT may change the rates upon one hundred twenty (120) days' notice to the LSP.

VIII. Indemnification

- A. The LSP agrees to defend, indemnify, and hold harmless SWBT from any and all losses, damages, or other liability, including attorneys' fees that LSP may incur as a result of claims, demands, wrongful death actions, or other suits brought by any party that arise out of the LSP end user's use of the DA services. The LSP shall defend against all end user claims just as if the LSP had provided such service to its end user with the LSP's own operators and shall assert its tariff limitation of liability for benefit of both SWBT and the LSP.
- B. The LSP also agrees to release, defend, indemnify, and hold harmless SWBT from any claim, demand or suit that asserts any infringement or invasion of privacy or confidentiality of any person or persons caused or claimed to be caused, directly, or indirectly, by SWBT employees and equipment associated with provision of the DA Services. This provision includes but is not limited to suits arising from disclosure of the telephone number, address, or name associated with the telephone called or the telephone used to call the DA Services.

IX. Mutuality

LSP agrees that to the extent it offers the type of services covered by this Appendix to any company, that should SWBT request such services, LSP will provide such services to SWBT under terms and conditions comparable to the terms and conditions contained in this Appendix.

X. Term of Appendix

Unless sooner terminated, this Appendix will continue in force for a period of _____ from the effective date of service in each SWBT exchange as negotiated and thereafter until terminated by one hundred twenty (120) days notice in writing from either Party to the other.



APPENDIX OSS

Appendix OSS

ACCESS to OPERATIONS SUPPORT SYSTEMS FUNCTIONS

1. General Conditions

1.1 This Appendix sets forth the terms and conditions under which SWBT provides nondiscriminatory access to SWBT's operations support systems "functions" to LSP for pre-ordering, ordering, provisioning, maintenance repair and billing. Such functions will be made available as described herein for Resold Services, as provided in Appendix Resale, and for Unbundled Network Elements (UNE), as provided in Appendix UNE.

1.2 The functions, for Resale and UNE, will be accessible via electronic interface, as described herein, where such functions are available. Manual access will be available to all pre-ordering, ordering, provisioning, and billing functions via the Local Service Provider Service Center (LSPSC). Repair and Maintenance functions are available via manual handling by the Local Service Provider Center (LSPC).

1.3 LSP agrees to utilize SWBT electronic interfaces, as SWBT defines in its requirements, only for the functions described herein for the purposes of establishing and maintaining Resale services or UNE. LSP agrees that such use will comply with SWBT's Operating Practice No. 113, Protection of Electronic Information.

1.4 LSP acknowledges and agrees that access to OSS functions will only be utilized to view end-user Customer Proprietary Network Information under the conditions set forth and agreed to in Exhibit A.

1.5 By utilizing electronic interfaces to access OSS functions, LSP acknowledges and agrees to perform accurate and correct billing functions that occur during ordering per the terms of this Agreement. Further, LSP recognizes that such billing functions for conversion orders require viewing CPNI as described in 1.4 above. All exception handling must be requested manually from LSPSC.

1.6 In areas where Resale and UNE service order transactions cannot be provided via an electronic interface for the pre-order, ordering and provisioning processes, SWBT and LSP will utilize manual work around processes until such time as the transactions can be electronically transmitted.

1.7 SWBT will provide a help desk function for electronic system interfaces.

1.8 SWBT and LSP will jointly establish interface contingency and disaster recovery plans for the pre-order, ordering and provisioning of SWBT's Resale services and UNE.

1.9 Where SWBT offers access to systems or interfaces that LSP may use to access OSS functions, SWBT reserves the right to modify any system or interface as it deems necessary.

1.10 If LSP elects to utilize industry standardized electronic interfaces for Resale or UNE, SWBT and LSP agree to work together in the Order and Billing Forum (OBF) and the Telecommunications Industry Forum (TCIF) to establish and conform to uniform industry standards for electronic interfaces for pre-order, ordering, and provisioning. Neither Party waives its rights as participants in such forums in the implementation of the standards. To achieve industry standard system functionality as quickly as possible, the Parties acknowledge that SWBT may deploy these interfaces with requirements developed in advance of industry standards. Thus, subsequent modifications may be necessary to comply with emerging standards. LSP and SWBT are individually responsible for evaluating the risk of developing their respective systems in advance of standards and agree to support their own system modifications to comply with new requirements.

2. Pre-Order

2.1 SWBT will provide access to pre-order functions to support LSP ordering of Resale services and UNE via several electronic interfaces. The parties acknowledge that ordering requirements necessitate the use of current, real time pre-order information to accurately build service orders. The following lists represent pre-order information that will be available to LSP so that LSP order requests may be created to comply with SWBT ordering requirements.

2.2 Pre-ordering functions for Resale services will include:

2.2.1 customer name, billing address and residence or business address, billed telephone numbers and features and services available in the end office where the customer is provisioned;

2.2.2 features and services to which the customer subscribes (LSP agrees that LSP's representatives will not access the information specified in this Subsection until after the customer requests that the customer's local exchange service provider be changed to LSP and such request complies with conditions of Exhibit A.)

2.2.3 a telephone number (if the customer does not have one assigned) with the customer on-line.

2.2.4 if a service call is needed to install the line or service;

2.2.5 service availability dates to the customer;

2.2.6 information regarding the dispatch / installation schedule, if applicable;

2.2.7 PIC options for intraLATA toll (when available) and interLATA toll;

2.2.8 address verification.

2.3 Pre-ordering functions for UNE will include:

2.3.1 customer name, billing address and residence or business address, billed telephone numbers and features and services available in the end office where the customer is provisioned;

2.3.2 features and services to which the customer subscribes (LSP agrees that LSP's representatives will not access the information specified in this Subsection until after the customer requests that the customer's local exchange service provider be changed to LSP, and such request complies with conditions of Exhibit A.)

2.3.3 telephone number (if the customer does not have one assigned) with the customer on-line;

2.3.4 PIC options for intraLATA toll (when available) and interLATA toll;

2.3.5 address verification;

2.3.6 channel facility assignment (CFA), network channel (NC), and network channel interface (NCI) data.

2.4. Electronic Access to Pre-Order Functions: Upon request by LSP for electronic access to pre-ordering functions, SWBT will provide LSP access to one or more of the following systems:

2.4.1 Resale Services Pre-order System Availability:

2.4.1.1 Residential Easy Access Sales Environment (R-EASE): R-EASE is an ordering entry system to which SWBT will provide LSP access for the functions of pre-ordering SWBT's Resale services so long as EASE is utilized to order SWBT Residential Resale Services.

2.4.1.2 Business Easy Access Sales Environment (EASE): B-EASE is an ordering entry system to which SWBT will provide LSP access for the functions of pre-ordering SWBT's Resale services so long as such access is utilized to order SWBT's Business Resale Services.

2.4.2 Resale and UNE Pre-order System Availability:

2.4.2.1 DataGate: DataGate is transaction based data query system to which SWBT will provide LSP access for the functions of gathering pre-ordering information to support

industry standardized ordering processes for Residential and Business Resale services. When ordering Resale services or UNE, LSP's representatives will have access to a pre-order electronic gateway provided by SWBT for both consumer and business customers that provides real-time access to SWBT's operations systems. This gateway shall be a Telecommunications Protocol/Internet Protocol (TCP/IP) gateway and will allow the LSP representatives to perform the pre-order functions for Resale services and UNE, as described above. SWBT and LSP agree to work together to develop and implement an electronic communication interface that will replace this initial pre-order electronic interface consistent with industry standards developed by the OBF and the TCIF.

2.4.2.2 VERIGATE is an Access Service Pre-order system that will also provide access to the pre-ordering functions for Resale Services and UNE. VERIGATE may be used in connection with electronic or manual ordering. VERIGATE provides the UNE pre-order capability of identifying CFA information, NC, and NCI codes that are associated with order requirements for UNE.

2.5 Other Pre-order Function Availability:

2.5.1 Where due dates are not available electronically, SWBT will provide LSP with due date interval for inclusion in the service order request.

2.5.2 In addition to electronic interface access to pre-order information, upon request, SWBT will provide LSP pre-order information in batch transmission for the purposes of back-up data for periods of system unavailability. The parties recognize such information must be used to construct order requests only in exception handling.

3. Ordering/Provisioning

3.1 SWBT will provide access to ordering functions to support LSP provisioning of Resale services and UNE via several electronic interfaces. Upon request, for electronic access to ordering functions, SWBT will provide LSP access to one or more of the following systems or interfaces:

3.2 Resale Services Order Request System Availability:

3.2.1 R-EASE is available for the generation of Residential Resale services orders. Ordering Flows will be available via these systems for the following ordering functions: Conversion (as is or with changes); Change (Features, Listings, Long Distance); New Connect; Disconnect; From and To (change of premises with same service).

3.2.2 B-EASE is available for the generation of Business Resale services orders. Ordering Flows will be available via these systems for the following ordering functions: Conversion

(as is or with changes); Change (Features, Listings, Long Distance); New Connect; Disconnect; From and To (change of premises with same service).

3.2.3 SWBT will provide LSP with an Electronic Data Interexchange (EDI) Interface for transmission of industry standardized Resale service order requests in formats as defined by the Ordering and Billing Forum (OBF) and EDI mapping as defined by TCIF. LSPs requesting EDI ordering functionality, as described in Exhibit No. 83 of the Oklahoma Cause No. PUD 960000218, in advance of industry standards, will be made available as negotiated and implemented as mutually acceptable to SWBT and LSP.

3.3 UNE Service Order Request Ordering System Availability:

3.3.1 In ordering and provisioning UNE, LSP and SWBT will utilize mutually agreeable standard industry order formats and data elements developed by OBF and TCIF EDI. Where industry standards do not currently exist for the ordering and provisioning of UNE, LSP and SWBT agree to jointly develop a form for ordering Common-Use UNE. Common-Use UNE, including, without limitation, tandem switching, signaling and call-related databases, Operator Services and DA, and Operations Support Systems, shall be ordered in a manner that is consistent with OBF Access Service Request Process; in addition customized routing will be ordered in the same manner. Customer Specific UNE, including, Local Loop (which includes NID), and unbundled Local Switching, and Interim Number Portability will be ordered consistent with the OBF Local Service Request (LSR) process.

3.4 SWBT will provision Resale Services and UNE as prescribed in LSP order requests. Access to status on such orders of Resale services and UNE will be provided via the following electronic interfaces:

3.5 Customer Network Administration (CNA) will allow LSP to check service order status via CNA.

3.5.1 In cases of industry standardized EDI ordering, SWBT will provide to LSP an EDI electronic interface for transferring and receiving orders, Firm Order Confirmation (FOC), service completion, and, as available, other provisioning data and information. SWBT will provide LSP with a FOC for each Resale and UNE. The FOC will contain but is not necessarily limited to: purchase order number, telephone number, Local Service Request number, due date, Service Order number, and completion date. Upon work completion, SWBT will provide LSP with an 855 EDI transaction based Order Completion that states when that order was completed. When available, SWBT will provide LSP an 865 EDI transaction based Order Completion.

3.6 A file transmission may be provided to confirm order completions for R-EASE or B-EASE order processing. This file will provide service order information of all distributed and completed orders for LSP, regardless of order entry mechanism.

4. Maintenance/Repair

4.1 Two electronic interfaces are accessible to place, and check the status of, trouble reports for both Resale and UNE. Upon request, LSP may access these functions via the following methods:

4.1.1 Customer Network Administration (CNA) system access provides LSP with SWBT software that allows LSP to submit trouble reports and subsequently check status on trouble reports for LSP end-users. CNA will provide ability to review the maintenance history of a converted Resale LSP account.

4.1.2 Electronic Bonding Interface (EBI) is an industry standardized interface that is available for trouble report submission and status updates. This EBI will conform to ANSI standards T1.227:1995 and T1.228:1995, Electronic Communications Implementation Committee (ECIC) Trouble Report Format Definition (TFRD) Number 1 as defined in ECIC document ECIC/TRA/95-003, and all standards referenced within those documents, as mutually agreed upon by LSP and SWBT. Functions currently implemented will include Enter Trouble, Request Trouble Report Status, Add Trouble Information, Modify Trouble Report Attributes, Trouble Report Attribute Value Change Notification, and Cancel Trouble Report, as explained in 6 and 9 of ANSI T1.228:1995. LSP. SWBT will exchange requests over a mutually agreeable X.25-based network.

5. Billing

5.1 SWBT shall bill LSP for resold services and UNE. SWBT shall send associated billing information to LSP as necessary to allow LSP to perform billing functions. At minimum SWBT will provide LSP billing information in a paper format or via magnetic tape, as agreed to between LSP and SWBT.

5.2 Upon request, electronic access to billing information for Resale Services will also be available via the following interfaces:

5.2.1 LSP may receive a mechanized bill format via the industry standards EDI.

5.2.2 LSP may also view billing information through the CNA system.

5.2.3 SWBT shall provide the Usage/Toll Billable Records for Resale Services via EMR industry standard format with a daily feed.

5.3 Upon request, electronic access to billing information for UNE will also be available via the following interfaces:

5.3.1 SWBT will make available a mechanized bill data tape (local) format by February 1997.

5.3.2 LSP may also view billing information through the CNA system.

5.3.3 SWBT shall provide the Usage/Toll Billable Records for UNE via EMR industry standard format with a daily feed.

6. Remote Access Facility

6.1 LSP may access SWBT's OSS functions via a Remote Access Facility (RAF) located in Dallas, Texas. RAF access will be required for LSP access to OSS functions for purposes of competitive activities. EASE, CNA, DATAGATE and VERIGATE will require access via the RAF.

6.2 LSP may use two types of access: Switched and Private Line. For Private Line connections, LSP shall provide its own router, circuit, and two Channel Service Units/Data Service Units (CSU/DSU). The demarcation point shall be the router interface at the RAF. Switched Access connections require LSP to provide its own modems and connection to the SWBT RAF. LSP shall pay the cost of the call if Switched Access is used.

6.3 LSP shall use TCP/IP to access SWBT OSS via the RAF. In addition, each LSP shall have a valid Internet Protocol (IP) network address. A user-id/ password unique to an LSP shall be maintained to access SWBT OSS's. LSP shall provide estimates regarding its volume of transactions, number of concurrent users, desired number of private line or dial-up (switched) connections, and length of a typical session.

6.4 LSP shall attend and participate in implementation meetings to discuss LSP RAF access plans in detail and schedule testing of such connections. SWBT shall make a Help Desk function available to assist LSP on an ongoing basis in accessing SWBT OSS's over the RAF.

7. Operational Readiness Test (ORT) for Ordering/Provisioning

7.1 SWBT will participate with LSP in Operational Readiness Testing (ORT), which will allow for the testing of the systems, interfaces, and processes for the ordering and provisioning of Resale services. ORT will be completed in conformance with agreed upon implementation dates.

8. Rates

8.1 LSP requesting access to one or more of the SWBT OSS functions agrees to pay rates set forth in Appendix Pricing Schedule for the following elements:

System Access
Remote Access Facility
Direct Connection Per Port
Dial Up Per Port

Should unforeseen modifications and costs to provision OSS functions become required by SWBT or industry standards, SWBT reserves the right to modify its rate structure. In addition, should LSP request custom development of an exclusive interface to support OSS functions, such development will be considered by SWBT on an Individual Case Basis (ICB) and priced as such.

Exhibit A - Appendix OSS

**Blanket Certification for End-User Authorization for Release of
Customer Proprietary Network Information (CPNI)**

The undersigned hereby agrees:

Before it may obtain CPNI of an end-user, whether via an independent request or in the course of ordering SWBT's network elements or services via manual and/or mechanized interfaces, the undersigned must, at least, certify that "yes" (Y) it has obtained Authorization for Release of CPNI and provide the name of the individual authorizing the release of CPNI. By these indications, the undersigned affirms that a current Authorization for the Release of CPNI has been obtained from an end-user and that it includes the expressed content of the language, "Minimum Scope." SWBT will then provide the CPNI referenced herein.

Minimum Scope: Authorization for the release of CPNI

- 1) An affirmative written request that substantially reflects the following: "This document serves as instruction to all holders of my local exchange telecommunications Customer Proprietary Network Information (CPNI) to provide such information to the undersigned. I understand that this CPNI includes the following information: Billing Name, Service Address, Billing Address, Service and Feature subscription, Directory Listing Information, and Long Distance Carrier Identity. This Agency remains in effect until such time that I revoke it directly or appoint another individual/company with such capacity and undersigned receives notice to disconnect my local exchange service or notice that a service disconnect has been performed. At such time, this Agency is null and void."

or

- 2) Authorization for change in local exchange service and release of CPNI with documentation that adheres to all requirements of state and federal law, as applicable.

Signed

Name (Typed/Printed)

Title

Company

Date